



New Orleans Office

KEITH M. BENIT, PLC, PARTNER
Admitted in Louisiana and Mississippi

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E-mail: benit@chaffe.com

November 27, 2018

**VIA U.S. MAIL, RETURN RECEIPT REQUESTED
AND VIA EMAIL**

Louisiana Department of Health
Medicaid MCO Program Director
628 North 4th Street, 7th floor
Baton Rouge, LA 70821
Attn: Mr. Michael Boutte
Email: michael.boutte@la.gov

**Re: LHCC's Appeal of LDH's Notice of Action Regarding LHCC's Failure to
Provide Information Related to Pharmacy Claims and Services
Our File No. 52511**

Dear Mr. Boutte:

Pursuant to section 25.31.1 of LDH-LHCC 2015 Healthy Louisiana Contract (the "Contract"), please accept this appeal by Louisiana Healthcare Connections, Inc. ("LHCC") of the November 21, 2018 Notice of Action issued by the Louisiana Department of Health ("LDH"), where LDH alleges that LHCC failed to provide information related to pharmacy claims and services to Myers and Stauffer LC ("MSLC").

For your convenience, a copy of LDH's November 21, 2018 Notice of Action Regarding LHCC's Failure to Provide Information Related to Pharmacy Claims and Services ("NOA") is attached hereto as **Exhibit 1**.

The NOA provides:

"Louisiana Healthcare Connections (LHCC) has failed to provide information for the External Review (EQR) Protocol 4 review being performed for LDH by Myers and Stauffer LC (MSLC)."

See Exhibit 1. This statement is simply not accurate.

New Orleans: 2300 Energy Centre • 1100 Poydras Street • New Orleans, LA 70163-2300 • Tel: (504) 585-7000 • Fax: (504) 585-7075
Baton Rouge: 103 Two United Plaza • 8550 United Plaza Blvd. • Baton Rouge, LA 70809 • Tel: (225) 922-4300 • Fax: (225) 922-4304
Houston: 801 Travis Street, Suite 1910 • Houston, TX 77002 • Tel: (713) 546-9800 • Fax: (713) 546-9806
Lake Charles: One Lakeshore Drive Suite 1640A • Lake Charles, LA 70629 • Tel: (337) 419-1825 • Fax: (504) 585-7075
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3281600-1

LDH categorically claims that LHCC has not provided any of the EQR information outlined in the NOA to MSLC. To the contrary, the facts show that LHCC delivered such documentation and did so in a timely fashion.

As set forth below, LHCC addresses and refutes each non-production claim that LDH has alleged in the NOA. In addition, **Exhibit 2** attached hereto is a spreadsheet that summarizes, among other things, (i) the document(s) produced, (ii) file name(s), (iii) MSLC due date, (iv) LHCC submission date and (v) the MSLC download date. We have also attached as **Exhibit 3** delivery receipts showing the production to and receipt by MSLC of the documents in question.

1. **LDH Allegation:** “LHCC did not provide responses to the Activity 2 survey/questionnaire due on October 25, 2018 or produce pharmacy claims samples due November 2, 2018.” *See* Exhibit 1.

LHCC Response:

Activity 2 survey/questionnaire – This item was due and submitted to MSLC on October 25, 2018. *See* Exhibits 2 and 3. Any assertion that LHCC failed to timely deliver this document is not correct and it was not only produced, it was done so by the requested MSLC due date.

Pharmacy claims samples – Two of these documents were due November 2, 2018 and delivered to MSLC on that date. The third document was due November 19, 2018 and delivered November 15, 2018, four (4) days prior to the due date. *See* Exhibits 2 and 3. Any allegation that LHCC failed to deliver these documents is not accurate and in fact, such documents were delivered on or prior to the requested due date.

2. **LDH Allegation:** “LHCC also failed to provide a pharmacy claims listing for reconciliation against cash disbursement journals for the 2017 Medical Loss Ratio (MLR) examination being performed by MSLC. This information was due on November 9, 2018”. *See* Exhibit 1.

LHCC Response:

Cash Disbursement Journals – The Cash Disbursement Journal was due and delivered on November 2, 2018. Again, the submissions were timely and any allegation to the contrary is not correct. *See* Exhibits 2 and 3.

As the below timeline and **Exhibit 4** demonstrate, a phone call or simple e-mail by LDH to LHCC would have resolved the matter without the necessity of issuing the NOA or expending unnecessary effort on all sides.

1. LDH delivered the NOA to LHCC on Wednesday, November 21, 2018 at 11:48 a.m. *See Exhibit 4.*
2. LHCC contacted MSLC concerning the NOA on Wednesday, November 21, 2018 at 12:26 p.m. indicating that it believed all requested information had been previously provided. *See Exhibit 4.*
3. MSLC responded to LHCC's inquiry on Wednesday, November, 21, 2018 at 12:52 p.m. alleging that certain documentation had not been submitted by CVS. *See Exhibit 4.*
4. On Wednesday, November 21, 2018 at 1:16 p.m., LHCC provided to MSLC documentation confirming the delivery of the allegedly missing CVS materials and all other requested EQR documents that LDH alleges were not produced. *See Exhibit 4.* In addition, Exhibit 3 is proof that MSLC received and reviewed the delivered materials on the dates set forth therein.
5. At 2:25 p.m. on Wednesday, November 21, 2018, **MSLC acknowledged**, contrary to the LDH's NOA assertions, **that LHCC had in fact submitted the requested files.** For the first time since the submission of the allegedly missing CVS files and other materials, MSLC claimed that, after a " cursory review", the submitted questionnaire appeared to be incomplete.
6. By Wednesday, November 21, 2018 at 3:41 p.m., LHCC (i) reviewed its submitted responses, (ii) believed that they were complete, (iii) conveyed its position to MSLC and (iv) proposed a call on Monday, November 26, 2018 to discuss the matter further.

Thus, in a period of less than four (4) hours from receipt of the NOA, LHCC confirmed **and MSLC acknowledged** that LHCC had delivered the requested documentation. MSLC never discussed any alleged deficiency or missing submissions with LHCC until LHCC contacted MSLC on November 21, 2018. The events summarized above clearly contradict LDH's position of non-production of each and every item set forth in the NOA.

On Monday, November 26, 2018, LHCC and MSLC discussed the EQR submissions and agreed that LHCC would supplement its responses on a couple of the questionnaire items. LHCC will provide such information on or before close of business on Tuesday, November 27, 2018. Upon the receipt of the supplemental responses, MSLC agreed to confirm to LDH that all requested information has been received from LHCC.

LHCC strives to be a good partner of LDH in providing Covered Services (and in some cases additional services) to its members and takes seriously the issuance of NOAs. Corporate procedures and guidelines require LHCC to report such actions to the highest levels. We believe it is unfortunate that LDH issued the NOA without, as we can best determine, previously

November 27, 2018

Page 4

contacting LHCC to discuss this matter. While the issuance of the NOA in this circumstance is disappointing, we believe the better path to foster what we perceived as an excellent relationship with LDH is to discuss the matter in advance of the issuance of a notice of action letter.

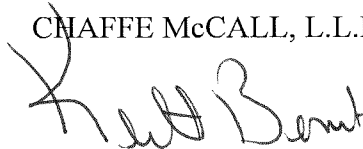
The remaining portion of the NOA referencing various contractual provisions and the threat of a monetary fine does not require a response since LHCC has clearly provided and MSLC has confirmed that the requested materials were delivered to MSLC.

In sum, the NOA should be immediately rescinded as LHCC has complied with its contractual obligations and the submission of the requested documentation. We look forward to receipt of your response.

Should you have any questions, please do not hesitate to contact me.

Very truly yours,

CNAFFE McCALL, L.L.P.

A handwritten signature in black ink, appearing to read "Keith Benit", is written over the printed name.

Keith M. Benit

Attachments

CC via e-mail (with attachments):

Stacy Guidry
Pam Diez
Marisa Naquin
Jen Steele
Kim Sullivan
Laurie Jewell
Christina Wilson
Stephen Russo
James E. Schlottman
Kendra Case
Joseph Sullivan
Aleisa Wilkins-Braxton
Keith Armstrong
Nicole Katz



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

November 21, 2018

Mr. Jamie Schlottman, CEO
Louisiana Healthcare Connections
8585 Archives Avenue, 3rd Floor
Baton Rouge, LA 70809

RE: Notice of Action for Louisiana Healthcare Connections –Failure to Provide Information Related to Pharmacy Claims and Services

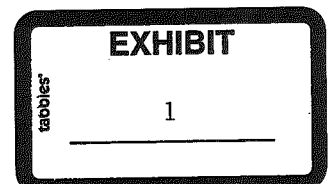
Dear Jamie:

Louisiana Healthcare Connections (LHCC) has failed to provide information for the External Quality Review (EQR) Protocol 4 review being performed for LDH by Myers and Stauffer LC (MSLC). Specifically, LHCC did not provide responses to the Activity 2 survey/questionnaire due on October 25, 2018 or produce pharmacy claims samples due on November 2, 2018. LHCC also has failed to provide a pharmacy claims listing for reconciliation against cash disbursement journals for the 2017 Medical Loss Ratio (MLR) examination being performed by MSLC. This information was due on November 9, 2018.

LHCC's failure to submit the required documentation described above is jeopardizing MSLC's ability to complete their reviews by the required deadline. MSLC notified LDH that LHCC's pharmacy benefits manager, CVS, requested that MSLC enter into a separate non-disclosure agreement (NDA) with them prior to the release of information, but an NDA is unnecessary due to existing confidentiality agreements between MSLC and LDH. Moreover, regardless of its subcontractor's position on the matter, LHCC is required by its contract with LDH to provide the LDH any documentation requested, in accordance with Section 7.13 of its contract with LDH. The contract provides:

7.13.6. As required by 42 CFR §438.6(1), §438.230(a) and §438.230(b)(1),(2),(3) the MCO shall be responsible to oversee all subcontractors' performance and shall be held accountable for any function and responsibility that it delegates to any subcontractor. . .

The contract further states:



Mr. Jamie Schlottman
November 21, 2018
Page 2

7.13.14. All subcontracts executed by the MCO shall specify that the subcontractor agrees that:

7.13.14.1. The State, CMS, the HHS Inspector General, the Comptroller General, or their designees have the right to audit, evaluate, and inspect any books, records, contracts, computer or other electronic systems of the subcontractor, or of the subcontractor's contractor, that pertain to any aspect of services and activities performed, or determination of amounts payable under the MCO's contract with the State;

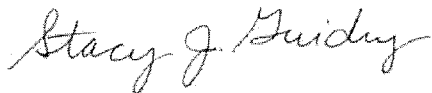
7.13.14.2. The subcontractor will make available, for purposes of an audit, evaluation, or inspection under Section 7.13.14.1, its premises, physical facilities, equipment, books, records, contracts, computer or other electronic systems relating to its Medicaid members. . .

Failure to adhere to the contract requirements cited herein carries a monetary penalty per occurrence per calendar day of non-compliance of \$5,000 as outlined in Section 20.3.3. of the contract between LHCC and LDH.

LHCC must provide the information requested by LDH no later than 5:00 p.m. on Wednesday, November 28, 2018, or penalties will begin to accrue for each set of information that is not produced.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Pam Diez
Marisa Naquin
Jen Steele
Kim Sullivan
Christina Wilson
LHC2-14

Original Document Title	Next Available Activity	Name of File Submitted	Date Filed	Submitted	Uploaded Tracking #	Uploaded by:	Date File was downloaded by M&S	Downloaded by:	Supporting Documentation	Notes/Explanation
Survey (Attachment A)	Activity 2 survey/questionnaire	Attachment A - Master Survey v3_xlsx	10/25/2018	10/25/2018	Tracking ID: 5252987298	Christopher K. Baham	Download recorded at 10/26/2018 9:36:21 AM	Ruthanne Freeman	Upload into Folder "UploadToMSLC" Confirmed	
Cash Disbursement Journal	Pharmacy claims listing for reconciliation against CDI	LHCC EPS 2017 Audit.xlsx (Enville Pharmacy)	11/2/2018	11/2/2018	Tracking ID: 525263939	Christopher K. Baham	Download recorded at 11/5/2018 10:14:29 AM	Ruthanne Freeman	Upload into Folder "UploadToMSLC" Confirmed	
Claims Request (Attachment B)	Produce pharmacy claims samples	LA_MCO_EQR_Rx_201804_20181101.zip	11/2/2018	11/2/2018	Tracking ID: 525286897	Ryan Jenkins	Download recorded at 11/2/2018 4:37:44 PM	Ruthanne Freeman	Upload into Folder "IN_2260_LHCC_Rjenkins" Confirmed	
Claims Request (Attachment C)	Produce pharmacy claims samples	*LA_MCO_EQR_Rx_201804_20181115.zip* Resubmission per M&S request	11/19/2018	11/15/2018	Tracking ID: 528688241	Ryan Jenkins	Download recorded at 11/15/2018 3:36:31 PM	Ruthanne Freeman	Upload into Folder "IN_2260_LHCC_Rjenkins" Confirmed	*Submitted as a correction to the file previously submitted on 11/2/2018 as requested by Myers & Stauffer
Claims Request (Attachment C)	Produce pharmacy claims samples	LA_LHCC_EQR_Rx_201708_20181018.txt	11/2/2018	11/2/2018	Tracking ID: 525119501	Ryan Jenkins	Download recorded at 11/2/2018 4:37:43 PM	Ruthanne Freeman	Upload into Folder "IN_2260_LHCC_Rjenkins" Confirmed	

Benit, Keith

From: Myers and Stauffer LC <transfer@mslc.com>
Sent: Thursday, October 25, 2018 5:00 PM
To: Christopher K. Baham
Subject: Upload into Folder "UploadToMSLC" Confirmed

EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.




File Upload Confirmation

Your file has been saved into the "/ Distribution / Indianapolis / IN 2260 LHCC CBaham / UploadToMSLC" folder and the appropriate people have been notified.

Name: Attachment A - Master Survey_v3_.xlsx

Tracking ID: 522987298

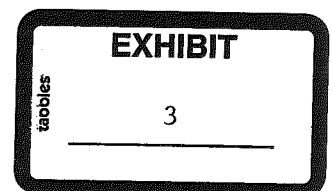
Original Size: 132,535 bytes

 *For non-repudiation purposes, it has been confirmed that the file received by MOVEit Transfer is IDENTICAL to the file you uploaded.*

Please use the following URL and your username/password to view the current status of this file, including its full upload and download history.

(<https://transfer.mslc.com/human.aspx?OrgID=3727&Arg12=fileview&Arg07=522987298&Arg06=521575952>)

Regards,
Myers and Stauffer LC



Benit, Keith

From: Myers and Stauffer LC <transfer@mslc.com>
Sent: Friday, November 2, 2018 4:18 PM
To: Christopher K. Baham
Subject: Upload into Folder "UploadToMSLC" Confirmed


EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.



File Upload Confirmation

Your file has been saved into the "/ Distribution / Indianapolis / IN 2260 LHCC CBaham / UploadToMSLC" folder and the appropriate people have been notified.

Name: LHCC EPS 2017 Audit.xlsx
Tracking ID: 525263939
Original Size: 808,349 bytes
Comments: CDJ Testing Files from LHCC, EPS, and Envolv Vision.

 *For non-repudiation purposes, it has been confirmed that the file received by MOVEit Transfer is IDENTICAL to the file you uploaded.*

Please use the following URL and your username/password to view the current status of this file, including its full upload and download history.

(<https://transfer.mslc.com/human.aspx?OrgID=3727&Arg12=fileview&Arg07=525263939&Arg06=521575952>)

Regards,
Myers and Stauffer LC

Benit, Keith

From: Myers and Stauffer LC <transfer@mslc.com>
Sent: Friday, November 2, 2018 2:49 PM
To: Ryan Jenkins
Subject: Upload into Folder "IN_2260_LHCC_RJenkins" Confirmed

EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.




File Upload Confirmation

Your file has been saved into the "/ Distribution / Indianapolis / IN 2260 LHCC RJenkins" folder and the appropriate people have been notified.

Name: LA_MCO_EQR_Rx_201804_20181101.zip

Tracking ID: 525286897

Original Size: 19,083,871 bytes

 *For non-repudiation purposes, it has been confirmed that the file received by MOVEit Transfer is IDENTICAL to the file you uploaded.*

Please use the following URL and your username/password to view the current status of this file, including its full upload and download history.

(<https://transfer.mslc.com/human.aspx?OrgID=3727&Arg12=fileview&Arg07=525286897&Arg06=524158071>)

Regards,
Myers and Stauffer LC

Benit, Keith

From: Myers and Stauffer LC <transfer@mslc.com>
Sent: Thursday, November 15, 2018 1:09 PM
To: Ryan Jenkins
Subject: Upload into Folder "IN_2260_LHCC_RJenkins" Confirmed

EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.




File Upload Confirmation

Your file has been saved into the "/ Distribution / Indianapolis / IN 2260 LHCC RJenkins" folder and the appropriate people have been notified.

Name: LA_MCO_EQR_Rx_201804_20181115.zip

Tracking ID: 528688241

Original Size: 20,797,589 bytes

 *For non-repudiation purposes, it has been confirmed that the file received by MOVEit Transfer is IDENTICAL to the file you uploaded.*

Please use the following URL and your username/password to view the current status of this file, including its full upload and download history.

(<https://transfer.mslc.com/human.aspx?OrgID=3727&Arg12=fileview&Arg07=528688241&Arg06=524158071>)

Regards,
Myers and Stauffer LC

Benit, Keith

From: Myers and Stauffer LC <transfer@mslc.com>
Sent: Friday, November 2, 2018 2:17 PM
To: Ryan Jenkins
Subject: Upload into Folder "IN_2260_LHCC_RJenkins" Confirmed

EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.




File Upload Confirmation

Your file has been saved into the "/ Distribution / Indianapolis / IN 2260 LHCC RJenkins" folder and the appropriate people have been notified.

Name: LA_LHCC_EQR_Rx_201708_20181018.txt

Tracking ID: 525119501

Original Size: 186,440,413 bytes

 *For non-repudiation purposes, it has been confirmed that the file received by MOVEit Transfer is IDENTICAL to the file you uploaded.*

Please use the following URL and your username/password to view the current status of this file, including its full upload and download history.

(<https://transfer.mslc.com/human.aspx?OrgID=3727&Arg12=fileview&Arg07=525119501&Arg06=524158071>)

Regards,
Myers and Stauffer LC

Benit, Keith

Subject: FW: Notice of Action - Failure to Provide Information
Attachments: LHCC Notice of Action - Failure to Provide Rx Information - EQR MLR 11.21.18.pdf; RE: LA EQR Protocol 4 - MCO Requested Items - LHCC

Importance: High

From: LHCC Executive Team
Sent: Wednesday, November 21, 2018 12:45 PM
To: Jamie Schlottman <JSCHLOTTMAN@LOUISIANAHEALTHCONNECT.COM>; Stewart T. Gordon <Stewart.T.Gordon@LOUISIANAHEALTHCONNECT.COM>; Alesia Y. Wilkins-Braxton <Alesia.Y.WilkinsBraxton@LOUISIANAHEALTHCONNECT.COM>; Kendra Case <KCASE@CENTENE.COM>; Collin McQuiddy <CMCQUIDDY@LOUISIANAHEALTHCONNECT.COM>; Christopher D. Adams <Christopher.D.Adams@LOUISIANAHEALTHCONNECT.COM>; Jan T. Rivers <Jan.T.Rivers@LOUISIANAHEALTHCONNECT.COM>; Chris S. Broussard <Christopher.S.Broussard@LOUISIANAHEALTHCONNECT.COM>; Marcus Wallace <MAWALLACE@LOUISIANAHEALTHCONNECT.COM>; Lori Linxwiler <LLINXWILER@CENTENE.COM>; Steven L. Higgs <Steven.L.Higgs@LOUISIANAHEALTHCONNECT.COM>; Joe M. Sullivan <Joseph.M.Sullivan@LOUISIANAHEALTHCONNECT.COM>; Rachel Broussard <RBROUSSARD@CENTENE.COM>; Michael P. Smith <Michael.P.Smith@LOUISIANAHEALTHCONNECT.COM>; Joseph Tidwell <JOTIDWELL@LOUISIANAHEALTHCONNECT.COM>; John J. Kight <John.J.Kight@LOUISIANAHEALTHCONNECT.COM>
Cc: LHCC Executive Team <LHCCEXECTEAM@CENTENE.COM>
Subject: FW: Notice of Action - Failure to Provide Information

Good Afternoon,

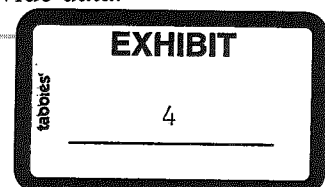
Please see the attached Notice of Action asserting that LHCC failed to provide information related to pharmacy claims and services. Specifically, LDH alleges that LHCC failed to provide responses to the Activity 2 survey/questionnaire due on October 25, 2018, failed to produce pharmacy claims samples due on November 2, 2018, and failed to provide a pharmacy claims listing for reconciliation against cash disbursement journals for the 2017 Medical Loss Ratio examination due on November 9, 2018.

Deadline to provide the requested information is Wednesday, November 28, 2018 by 5:00 p.m.

LHCC Executive Team

From: Christina Wilson <Christina.Wilson1@la.gov>
Sent: Wednesday, November 21, 2018 11:48 AM
To: Jamie Schlottman <JSCHLOTTMAN@LOUISIANAHEALTHCONNECT.COM>; Kendra Case <KCASE@CENTENE.COM>; LHCC Executive Team <LHCCEXECTEAM@CENTENE.COM>
Cc: Stacy Guidry <Stacy.Guidry@LA.GOV>; Pam Diez <Pam.Diez@LA.GOV>; Marisa Naquin (LDH) <Marisa.Naquin@LA.GOV>; Jen Steele <Jen.Steele@LA.GOV>; Kimberly Sullivan <Kimberly.Sullivan@LA.GOV>; Laurie Jewell <LAURIE.JEWELL@LA.GOV>; MCO Communications <MCOCommunications@la.gov>
Subject: Notice of Action - Failure to Provide Information

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Jamie,

Please find attached Notice of Action related to LHCC's failure to provide information related to pharmacy claims and services. Let me know if you have any questions.

Thank you,

Christina Wilson, MPA, CGAP

Contract Compliance Program Manager

Medicaid Program Operations and Compliance

Louisiana Department of Health

628 N. 4th Street | Baton Rouge, LA 70802

Christina.Wilson1@la.gov | (225) 342-4182



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Benit, Keith

From: Joe M. Sullivan <Joseph.M.Sullivan@LOUISIANAHEALTHCONNECT.COM>
Sent: Wednesday, November 21, 2018 12:26 PM
To: Kathy Haley; BGehrich@MSLC.COM; Kevin Buchser; mjohnson@MSLC.COM
Cc: LHCC Executive Team; Collin McQuiddy; Michel F. Hanet; David S. Chategnier; Christopher K. Baham
Subject: RE: LA EQR Protocol 4 - MCO Requested Items - LHCC
Importance: High

Hi Kathy and M&S team,

I received a notice from the Louisiana Department of Health today informing me that you may be missing some information/data related to our EQR. I am under the impression that we've submitted everything required, but if not, would you please let me know what you are still needing today so we can submit it as soon as possible?

Feel free to call me with any questions.

Thanks,

Joseph Sullivan
Vice President, Operations
Louisiana Healthcare Connections

3854 American Way, Suite B
Baton Rouge, LA 70816
Direct: 225-201-8470
Cell: 225-485-8451
joseph.m.sullivan@centene.com | LouisianaHealthConnect.com

Healthy Is A Way Of Life.™

From: Kathy Haley <khaley@MSLC.COM>
Sent: Tuesday, October 2, 2018 3:29 PM
To: Aaron Theby <ATHEBY@CENTENE.COM>; LHCC Executive Team <LHCCEXECUTEAM@CENTENE.COM>; Paul Hillman <PHILLMAN@CENTENE.COM>; Patricia Murray <PMURRAY@CENTENE.COM>; David S. Chategnier <David.S.Chategnier@LOUISIANAHEALTHCONNECT.COM>
Cc: Marisa Naquin <Marisa.Naquin@LA.GOV>; MCOCommunications@LA.GOV; Steve Annison <Steve.Annison@LA.GOV>; Teresa Bravo <Teresa.Bravo@LA.GOV>; Beverly Gehrich <BGehrich@MSLC.COM>; Kevin Buchser <KBuchser@MSLC.COM>; Michael Johnson <mjohnson@MSLC.COM>
Subject: LA EQR Protocol 4 - MCO Requested Items - LHCC

EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.

Good Afternoon!

As described in the notification letter, please find the initial document request, which describes each requested item and the due dates required for each item. Also attached are the Activity 2 survey/questionnaire (Attachment A), cash disbursement journal testing request (Attachment B), claims layout for the claims sample (Attachment C) and the Attestation. There are instructions in each document which describes the requested items and the submission requirements.

We are available for a conference call to discuss any questions you may have as you review the requests. Please let us know if you would like to schedule an entrance call and provide some available times to assist in scheduling.

Please submit the requested items by the indicated due date via the Myers and Stauffer LC secure FTP site.

Thank you,
Kathy

Kathy Haley, MP, CFE, CCA, COC, CHC

Senior Manager

MYERS AND STAUFFER LC

9265 Counselors Row, Suite 100

Indianapolis, IN 46240

PH 317.846.9521

PH 800.877.6927

FX 317.571.8481

CELL 317.315.4392

www.mslc.com

DEDICATED TO GOVERNMENT HEALTH PROGRAMS

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Benit, Keith

From: Joe M. Sullivan <Joseph.M.Sullivan@LOUISIANAHEALTHCONNECT.COM>
Sent: Wednesday, November 21, 2018 3:41 PM
To: Kathy Haley; Beverly Gehrich; Kevin Buchser; Michael Johnson
Cc: LHCC Executive Team; Christopher K. Baham; Collin McQuiddy; David S. Chategnier; Michel F. Hanet
Subject: RE: LA EQR Protocol 4 - MCO Requested Items - LHCC

Kathy,

We reviewed our survey responses and believe they are complete.

Let's plan a conference call for Monday. What time works for you?

Thanks,

Joseph Sullivan
Vice President, Operations

Direct: 225-201-8470

From: Kathy Haley <khaley@MSLC.COM>
Sent: Wednesday, November 21, 2018 2:25 PM
To: Joe M. Sullivan <Joseph.M.Sullivan@LOUISIANAHEALTHCONNECT.COM>; Beverly Gehrich <BGehrich@MSLC.COM>; Kevin Buchser <KBuchser@MSLC.COM>; Michael Johnson <mjohnson@MSLC.COM>
Cc: LHCC Executive Team <LHCCEXECTEAM@CENTENE.COM>; Christopher K. Baham <Christopher.K.Baham@LOUISIANAHEALTHCONNECT.COM>; Collin McQuiddy <CMCQUIDDY@LOUISIANAHEALTHCONNECT.COM>; David S. Chategnier <David.S.Chategnier@LOUISIANAHEALTHCONNECT.COM>; Michel F. Hanet <Michel.F.Hanet@LOUISIANAHEALTHCONNECT.COM>
Subject: RE: LA EQR Protocol 4 - MCO Requested Items - LHCC

EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.

Joe,

It appears we have received these files; however, our understanding is that CVS had both a questionnaire and claims sample file that had not been submitted.

After a cursory review of the submitted questionnaire, it does not appear the responses for the pharmacy vendor are complete.

Please advise.

Thank you,
Kathy

Kathy Haley, MP, CFE, CCA, COC, CHC

Senior Manager

MYERS AND STAUFFER LC

9265 Counselors Row, Suite 100

Indianapolis, IN 46240

PH 317.846.9521

PH 800.877.6927

FX 317.571.8481

CELL 317.315.4392

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From: "Joe M. Sullivan" <Joseph.M.Sullivan@LOUISIANAHEALTHCONNECT.COM>
To: Kathy Haley <khaley@MSLC.COM>, Beverly Gehrich <BGehrich@MSLC.COM>, "KevinBuchser" <KBuchser@MSLC.COM>, Michael Johnson <mjohnson@MSLC.COM>
CC: LHCC Executive Team <LHCCCEXECTEAM@CENTENE.COM>, "Christopher K. Baham" <Christopher.K.Baham@LOUISIANAHEALTHCONNECT.COM>, Collin McQuiddy <CMCQUIDDY@LOUISIANAHEALTHCONNECT.COM>, "David S. Chategnier" <David.S.Chategnier@LOUISIANAHEALTHCONNECT.COM>, "Michel F. Hanet" <Michel.F.Hanet@LOUISIANAHEALTHCONNECT.COM>
Date: 11/21/2018 2:16 PM
Subject: RE: LA EQR Protocol 4 - MCO Requested Items - LHCC
Hi Kathy,

Thanks for the quick reply!

Attached are confirmations of delivery of the files you've requested. Can you tell me if there were specific parts/sections of these files that were not complete?

- Claims sample files for 11/2/18
 - FW: Delivery Receipt for "LA_LHCC_EQR_Rx_201708_20181018.txt"
 - FW: Delivery Receipt for "LA_LHCC_EQR_Rx_201804_20181115.zip"
 - FW: Delivery Receipt for "LA_LHCC_EQR_Rx_201804_20181115.zip"
 -
- Questionnaire due on 10/25/18
 - Delivery Receipt for "LHCC_Submission Files_101818.zip"

Do you need us to resend this information?

Thanks,

Joseph Sullivan
Vice President, Operations

Direct: 225-201-8470

From: Kathy Haley <khaley@MSLC.COM>

Sent: Wednesday, November 21, 2018 12:52 PM

To: Joe M. Sullivan <Joseph.M.Sullivan@LOUISIANAHEALTHCONNECT.COM>; Beverly Gehrich <BGehrich@MSLC.COM>;

Kevin Buchser <KBuchser@MSLC.COM>; Michael Johnson <mjohnson@MSLC.COM>

Cc: LHCC Executive Team <LHCCEXECTEAM@CENTENE.COM>; Christopher K. Baham

<Christopher.K.Baham@LOUISIANAHEALTHCONNECT.COM>; Collin McQuiddy

<CMCQUIDDY@LOUISIANAHEALTHCONNECT.COM>; David S. Chategnier

<David.S.Chategnier@LOUISIANAHEALTHCONNECT.COM>; Michel F. Hanet

<Michel.F.Hanet@LOUISIANAHEALTHCONNECT.COM>

Subject: RE: LA EQR Protocol 4 - MCO Requested Items - LHCC

EXTERNAL EMAIL: Please be cautious before you click on links, open attachments, or provide data.

Hi Joe,

For the EQR project, we have not received the following from CVS:

The claims sample which was due on 11/2/18, and questionnaire which was due on 10/25/18.

Please let us know if you need additional information regarding the requests.

Thank you,

Kathy

Kathy Haley, MP, CFE, CCA, COC, CHC

Senior Manager

MYERS AND STAUFFER LC

9265 Counselors Row, Suite 100

Indianapolis, IN 46240

PH 317.846.9521

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From: "Joe M. Sullivan" <Joseph.M.Sullivan@LOUISIANAHEALTHCONNECT.COM>
To: Kathy Haley <khaley@MSLC.COM>, "BGehrich@MSLC.COM" <BGehrich@MSLC.COM>, Kevin Buchser <KBuchser@MSLC.COM>, "mjohnson@MSLC.COM" <mjohnson@MSLC.COM>
CC: LHCC Executive Team <LHCCEXECTEAM@CENTENE.COM>, Collin McQuiddy <CMCQUIDDY@LOUISIANAHEALTHCONNECT.COM>, "Michel F. Hanet" <Michel.F.Hanet@LOUISIANAHEALTHCONNECT.COM>, "David S. Chategnier" <David.S.Chategnier@LOUISIANAHEALTHCONNECT.COM>, "Christopher K. Baham" <Christopher.K.Baham@LOUISIANAHEALTHCONNECT.COM>

Date: 11/21/2018 1:34 PM

Subject: RE: LA EQR Protocol 4 - MCO Requested Items - LHCC

Hi Kathy and M&S team,

I received a notice from the Louisiana Department of Health today informing me that you may be missing some information/data related to our EQR. I am under the impression that we've submitted everything required, but if not, would you please let me know what you are still needing today so we can submit it as soon as possible?

Feel free to call me with any questions.

Thanks,

Joseph Sullivan

Vice President, Operations
Louisiana Healthcare Connections

3854 American Way, Suite B

Baton Rouge, LA 70816

Direct: 225-201-8470

Cell: 225-485-8451

joseph.m.sullivan@centene.com | LouisianaHealthConnect.com

Healthy Is A Way Of Life.™

From: Kathy Haley <khaley@MSLC.COM>

Sent: Tuesday, October 2, 2018 3:29 PM

To: Aaron Theby <ATHEBY@CENTENE.COM>; LHCC Executive Team <LHCCEXECTEAM@CENTENE.COM>; Paul Hillman <PHILLMAN@CENTENE.COM>; Patricia Murray <PMURRAY@CENTENE.COM>; David S. Chategnier <David.S.Chategnier@LOUISIANAHEALTHCONNECT.COM>

Cc: Marisa Naquin <Marisa.Naquin@LA.GOV>; MCOCommunications@LA.GOV; Steve Annison <Steve.Annison@LA.GOV>; Teresa Bravo <Teresa.Bravo@LA.GOV>; Beverly Gehrich <BGehrich@MSLC.COM>; Kevin Buchser <KBuchser@MSLC.COM>; Michael Johnson <mjohnson@MSLC.COM>

Subject: LA EQR Protocol 4 - MCO Requested Items - LHCC

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Good Afternoon!

As described in the notification letter, please find the initial document request, which describes each requested item and the due dates required for each item. Also attached are the Activity 2 survey/questionnaire (Attachment A), cash disbursement journal testing request (Attachment B), claims layout for the claims sample (Attachment C) and the Attestation. There are instructions in each document which describes the requested items and the submission requirements.

We are available for a conference call to discuss any questions you may have as you review the requests. Please let us know if you would like to schedule an entrance call and provide some available times to assist in scheduling.

Please submit the requested items by the indicated due date via the Myers and Stauffer LC secure FTP site.

Thank you,
Kathy

Kathy Haley, MP, CFE, CCA, COC, CHC

Senior Manager

MYERS AND STAUFFER LC

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